



National Finance Center Customer Notification

Date of Notification: September 23, 2011

Subject: NFC's Transitioning to Remedy for Software Change Requests

Database/Customer(s) Affected: All

Dear Customer:

The National Finance Center's (NFC) Project Control Office (PCO) will begin tracking Software Change Request (SCR) in Remedy effective Pay Period 21, 2011. Transition from the existing application, Microsoft ACCESS, will occur from September 19, 2011 through October 31, 2011. During this time, the PCO will transfer all open projects to Remedy. Authorized submitters of SCRs may receive email messages confirming the transition as the open SCRs are entered into Remedy.

The transition timeline is as follows:

- Present to October 31, 2011 - The PCO will enter all open projects into Remedy.
- October 1, 2011 – New SCRs received into the nfc.gesdrequest@usda.gov email will be entered into Remedy.

Please note, that Remedy Incident Numbers will become the SCR Project Numbers. A crosswalk will be provided to agencies identifying the old and new numbers. Also, during the transition period the Project Review Team (PRT) project status reports will be limited. PRT members will continue to receive updates via the GESD Configuration Control Board (CCB) Notes and GESD PRT Notes. Full reporting will resume effective November 1, 2011.

"Tip of the Week"

Pay Period 20 is the Fiscal Year End 2011 Rollover pay period and requires careful attention to T&A coding. Please consult Title I, Chapter 7, Bulletin TNAINST 09-01 dated May 2, 2011 for specific instructions.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at Customer.Support@nfc.usda.gov.

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